

Economic Growth Region 3

Request for Proposals

For

**Workforce Investment Act
Adult, Dislocated Worker and Youth Service Provider**

Services to be Delivered

July 1, 2006 – June 30, 2008

**RFP Issue Date: May 1, 2006
Proposal Due Date: May 31, 2006**

Serving the following Indiana counties: Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley.

Partners for Workforce Solutions

300 E. Main Street, Suite 100

Fort Wayne, IN 46802

260-459-1400

Section I: Background and General Information

- A. The Regional Workforce Board (RWB) and the Regional Operator (RO) for Economic Growth Region 3 (EGR3) issues this Request for Proposals (RFP) to procure adult, dislocated worker and youth service providers of programs under the provisions of the Workforce Investment Act. The RWB & RO intend to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative proposals that meet the workforce development needs of the regional community at large.
- B. The resulting contract(s) with the successful bidder(s) will be for a two-year period, July 1, 2006 to June 30, 2008. Based on performance, the RO may renew the contract for an additional year, July 1, 2008 to June 30, 2009. The form of the contract will be cost-reimbursement.
- C. Economic Growth Region 3 (EGR3) consists of Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties. Bidders should review the Indiana State Plan located on that DWD page as well as other DWD policies and documents. <http://www.in.gov/dwd/partners/shric.html>.
- D. There are full-service WorkOne Centers in Allen, DeKalb and Grant counties. There are WorkOne Express Sites in Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley Counties.
- E. The successful bidder will operate adult, dislocated worker and/or youth programs in EGR3 effective July 1, 2006. The successful bidder must coordinate services and operations of these WorkOne centers to ensure a smooth and seamless transition. The goal of the transition process is that clients continue to be served effectively with the least possible disruption.
- F. Youth target population are youth who are high school dropouts and/or high school seniors who are ages 17-21 years of age and who are defined as youth most in need: out-of-school and at-risk youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, homeless youth, youth with disabilities, and migrant and seasonal farmworker youth.
- G. EGR3 has been engaged in a significant competitive process for funding under the State of Indiana's Strategic Skills Initiative (SSI). The successful bidder(s) through submission of a proposal assures that they will work cooperatively with the Regional Operator to coordinate and integrate future WIA services with future funded SSI activities (no award has yet been made). Bidders can review available information on SSI at: <http://www.in.gov/dwd/employers/ssi.html>
- H. The RWB & RO are seeking interested and qualified entities able to provide innovative, high quality services to adults, dislocated workers and/or youth. The services proposed must meet the specifications of this RFP. The RO anticipates contracting with entities that are familiar with WIA programs. The organization selected should demonstrate the characteristics listed below.
- Competent management with vision
 - Customer service oriented staff

- Cooperative management and staff
 - Willingness to partner with others
 - Flexibility and ability to adapt to change
 - Expertise in delivery of WIA service
 - Data Integrity
 - Creativity
- I. The Department of Workforce Development (DWD) has not finalized allocations by Regional Area. Bidders should visit the DWD website and review the Region 3 projected allocation at:
http://www.in.gov/dwd/partners/docs/shric_Historical_Funding_of_By_New_Region_0305.pdf
 - J. Funding will vary, depending upon final allocations, number of participants to be served, services proposed and negotiated. Bidders must serve Adults, Dislocated Workers and/or Youth within EGR3. The RO will ensure that services are provided equitably in all the counties in the Region.
 - K. The RWB & RO reserves the right to make an award to any bidder or to make no awards, if that is deemed to serve the best interests of the RWB. The proposal process is competitive and follows government procurement rules.
 - L. The Workforce Investment Act of 1998 (WIA, Public Law 105-220) provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The RWB & RO envisions a system that meets the needs of residents and businesses alike. The goal of programs under the Act is to increase employment, job retention, earnings and develop the work potential of the residents of EGR3.
 - M. Bidders must accept liability for all aspects of any WIA program conducted under contract with the RWB & RO. Bidders will be liable for any disallowed costs or legal expenditures of funds or program operations conducted.
 - N. This Request for Proposals is not in itself an offer of work nor does it commit the RWB & RO to fund any proposals submitted. The RWB & RO is not liable for any costs incurred in the preparation or research of proposals.
 - O. Successful bidders must negotiate the proposal before the RO will make any final commitment.
 - P. All commitments made by the RO are contingent upon the availability of funds and the RWB & RO reserves the right to award an amount less than the total funds available for bid contained in this RFP and projected funds available as posted on the DWD website.
 - Q. The RWB & RO assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The RWB & RO also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the

laws listed above. This assurance applies to the WIA Title I financially assisted program or activity, and to all agreements that the RWB & RO makes to carry out the WIA Title I financially assisted program or activity. This WIA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities.

- R. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.
- S. Funds available for bid are intended to result in a contract(s) for services in EGR3 for adult, youth and dislocated workers.
- T. In addition, the bidder should note that under the requirements of the Freedom of Information Act (FOIA), the contents of your proposal or other information submitted to the RWB & RO is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the RWB & RO. If there is a request from the public under FOIA to inspect any part of the proposal so marked, the RO will advise the bidder and request further justification in support of the "proprietary" marking. If the RO determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- U. The specifications in this RFP may change based on issuance of State or Federal policy or WIA re-authorization. The RO will work with the successful bidder to implement any changes required by the State or Department of Labor. By submitting a proposal, the bidder agrees to work cooperatively with the RO to comply with subsequent changes.
- V. By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if the RWB & RO awards a contract. A conflict of interest would arise if any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The RWB & RO reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.
- W. The successful bidder will be required to maintain a local management office within EGR3 for county office staff supervision and day-to-day management. This office can be located in one of a WorkOne or WorkOne Express office.
- X. By submitting a proposal the bidder assures that it will provide additional services under additional grants such as a National Emergency Grant or other State funded workforce programs granted to EGR3.
- Y. The bidder assures that if awarded a contract by the RWB & RO, it will comply with Regional, State and Federal program and financial monitoring.

Section II: Proposal Requirements

- A. Proposals must be received by noon EDT, May 31, 2006 in person or by mail at the address indicated. Proposals received after that time and date will be rejected. Please note that proposals must be received not postmarked. Proposals shall not be submitted electronically or by FAX.
- B. Proposals must include:
- Forms completed with all information requested and executed properly.
 - All proposals must be submitted in three ring binders or bound.
 - One copy of the proposal labeled "ORIGINAL."
 - Five copies of the proposal labeled "COPY."
 - All pages must be numbered.
 - Proposal is limited to 30 pages.

It is preferred that written material be single-sided, single-spaced, with one inch margins, using Arial 12 point font. For ease in translating the successful proposal into a contractual statement of work, all proposals are to be written in the indicative ("will, shall") rather than the subjective ("may, could") case. Proposals that fail to follow instructions and do not include all applicable information and forms will **not** be considered. Substitutions of forms are not acceptable.

- C. Attachment A, the proposal cover page, should be completed and used as the cover page for the proposal.
- D. Attachment B Budget form needs to be completed with a one page budget narrative.
- E. Attachment C Production Schedule needs to be completed.
- F. Attachment D Non-Collusion Affidavit needs to be signed and submitted.
- G. Attachment E Assurances and Certifications needs to be signed and submitted.
- H. Your response to the narrative section of the proposal is limited to no more than 30 pages. This page limitation is imposed for the sake of the reviewers of your proposal. This limitation does not include other sections of your proposal such as: Attachments A, B, C, D, E, the one page budget narrative, organizational charts and letters of agreement by partners. The Executive Summary will count toward the 30 page narrative limit.
- I. Proposals submitted via mail must be sent with a "Return Receipt Requested." If hand delivered, the deliverer must have a prepared receipt for signature and time/date stamp. Faxed or electronically transmitted proposals will not be accepted. The transmitting envelope will be clearly marked "proposal" and addressed to:

Karen Green, Regional Operator
Partners for Workforce Solutions
300 E. Main Street, Suite 100
Fort Wayne, IN 46802

J. Assemble your proposal using the following order. Use this as a checklist to ensure the proper order. Failure to follow RFP instructions could result in rejection of your proposal.

- ☐ Cover Page (Attachment A)
- ☐ Executive Summary
- ☐ Proposal Statement of Work
- ☐ Attachment B (Budget Plan)
- ☐ Budget Narrative (one page)
- ☐ Attachment C (Production Schedule)
- ☐ Attachment D (Non-Collusion Affidavit)
- ☐ Attachment E (Assurances and Certifications)
- ☐ Letter(s) of Agreement with partners
- ☐ Copy of most recent audit report

K. Questions regarding this RFP may be submitted in writing to Karen Green, Operations Manager, via email to operations@neiwb.org or fax at 260-436-5973.

L. Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the RWB & RO. The decision of the RWB & RO in such situations shall be final. Bidders wishing to make a formal appeal should do so in writing to:

Karen Green, Regional Operator
Partners for Workforce Solutions
300 E. Main Street, Suite 100
Fort Wayne, IN 46802

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Section III: Proposal Statement of Work

A. Organization Background, Qualifications, Performance History **Proposal Evaluation 25%**

The narrative of your proposal is limited to 30 pages. Please include a brief Executive Summary that allows the reader to understand key aspects of the bidding entity and the approach to providing the requested WIA services.

1. Profile the Proposing Organization

- a. What is the legal status of your organization?
- b. Describe your organization, the governance structure, length of existence, vision, mission, goals and major programs currently offered.

2. History of Similar Programs

- a. Proposals must include information to demonstrate that the provider has a record of success in operating similar workforce programs or projects. Describe your experience serving adults, dislocated workers and/or youth. Please outline all workforce programs operated during the last two years. Provide brief program descriptions, funding sources and performance information.
- b. Provide two references of individuals outside of your organization familiar with the quality of prior programs you have operated.
- c. If the organization has not provided past Workforce Investment Act programs, please outline programs that provided similar services in which you have been involved over the last two years and performance if applicable.

B. Plan of Service **Proposal Evaluation 25%**

1. General Information

- a. Describe your knowledge of the most significant workforce development challenges and opportunities that EGR3 will likely face in the next two years.
- b. Describe your organization's vision for integration of services by all WorkOne partners and workflow with the WorkOne system and describe how you will work with the Regional Operator to achieve an integrated system.
- c. Describe how your organization envisions its role and relationship with the Regional Operator.
- d. Demonstrate your knowledge in serving your proposed populations by providing a description of the differences between the WIA requirements, customer expectations

and the needs of adults, dislocated workers and/or youth. Describe your organization's ability to meet the needs of the population you are proposing to serve.

- e. Describe how management staff will spend their time to effectively manage programs in proposed counties of the region. The successful bidder(s) will be required to maintain a local management office within EGR3 for county office staff supervision and day-to-day management. This office can be located in one of the WorkOne or WorkOne Express offices.
- f. Describe how funds available to be spent directly on adult, dislocated worker and/or youth customers (i.e. supportive services, training costs, work experience wages, etc.) will be allocated to the county offices. Describe how these funds will be managed to ensure that targeted expenditure levels are met but not exceeded, and to ensure that these services remain available to clients throughout the program year.
- g. Describe the process that will be used for approval and payment of direct client expenditures, including an estimated length of time from the case manager decision to provide the financial assistance until the resulting invoice has been paid. Also, describe procedures for making expedient "emergency" payments (i.e. immediate payments needed to reconnect or avoid disconnect of utilities, prevent eviction, etc.).
- h. The three full service WorkOne Centers in EGR3 are currently located in Allen, DeKalb and Grant counties. Describe the similarities and differences in how services will be delivered in the Express sites vs. the WorkOne Centers if proposal includes serving clients in multiple counties. This section should provide a brief description about how services will be provided in each specific county and address at a minimum the following issues: the menu of services available, hours of operation, full-time or part-time staff, availability of partner services, and client flow.
- i. Describe your organizational philosophy on community involvement of service delivery staff with local organizations, agencies, schools, Chambers of Commerce, etc. and participation of staff on RWB & RO committees throughout the region.
- j. Provide an assurance that data will be tracked and reported in accordance with all applicable requirements utilizing the state required case management reporting system (to be determined by the state by June 30, 2006).

2. Adult and Dislocated Worker Services

- a. Describe how the availability of services to adults and dislocated workers will be marketed in all communities within the Region. Describe how recruitment of these populations will be conducted.
- b. Describe the eligibility, assessment, case management, and counseling services that will be provided to adults and dislocated workers.
- c. Describe the core, intensive, training, and follow up services to be provided to these populations. Include a description of the process for an individual to move through each of these tiers of service. Describe how it will be decided which individuals receive intensive and training services and which receive only core.

- d. Describe all services that will result in direct client expenditures (i.e. supportive services, ITA's, OJT, work experience, etc.) For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance will be determined for each customer.
- e. Describe how rapid response services will be provided to customers in the event of a facility closure or large dislocation.
- f. Demonstrate knowledge of performance requirements for the adult and dislocated worker programs by describing how the programs will be managed to meet or exceed each of the applicable performance standards including the forthcoming common measures. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the RWB & RO.
- g. Describe how customer feedback will be collected and used to make continuous improvements to programs and services.

3. Youth Services

- a. Describe how the availability of services to youth will be marketed and recruitment will be conducted.
- b. Describe the eligibility, objective assessment, individual service strategy development, case management, counseling, and follow up services that will be provided to youth. Indicate how youth will be prepared for post secondary education opportunities, as appropriate and how strong linkages will be developed between academic and occupational training. Describe how youth will be prepared for unsubsidized employment opportunities and how youth will access information about the local labor market and employment opportunities within the region.
- c. Describe all services that will be provided in accordance with the ten Program Elements required by WIA. All ten required elements must be provided.
- d. Describe all services that will result in direct client expenditures (i.e. supportive services, classroom training, work experience, etc.) For each type of service, describe how it will be decided which customers receive that particular type of service and how the amount of financial assistance received will be determined for each customer.
- e. Demonstrate knowledge of performance requirements for youth by describing how the programs will be managed to meet or exceed each of the applicable performance standards including the forthcoming common measures. In addition, please provide an assurance that services will also be designed to meet any additional quality standards established by the RWB & RO.

C. Staffing Plan and Organizational Chart
Proposal Evaluation 10%

1. Staffing of the WIA program is one of the most critical aspects of ensuring program quality. Please describe your proposed staffing plan for the WIA programs in EGR3. Your proposal should address staffing only for WIA in EGR3.
 - a. While staffing/hiring decisions will be the responsibility of the service provider, the proposal should identify the qualifications of the staff that will be involved in delivering services in this region. Include brief position descriptions with position titles. Your staffing plan should also specify staffing levels.
 - b. If the staff is to be hired at a later date, include the minimum qualifications required for selection of staff, and include a description of how qualified staff will be selected.
 - c. Identify key management staff by name with a summary of their credentials and brief resume of qualifications.
2. Organizational Chart(s)
 - a. Include an organizational chart(s) that illustrates the structure of the staff to be used in support of the proposed programs.
 - b. The chart should also display the management staff located within EGR3 and those located outside EGR3. Identify by name the key management staff specified in the staffing plan from 1.c. above.

D. Partnerships and Coordination
Proposal Evaluation 10%

1. Partnerships and coordination of services with other organizations are one of the keys to success in the delivery of WIA services.
 - a. Describe past success in developing effective working relationships with partner organizations. Include at a minimum local DWD staff and programs, Vocational Rehabilitation, community and faith-based organizations, and secondary and post-secondary institutions.
 - b. Describe past experience with service integration, functional supervision, information sharing, joint case management of mutual clients, cross training of staff, rapid response activities, services to TAA clients, or other activities conducted in close coordination with local DWD staff. Also, indicate plans for how this type of coordination will occur in EGR3.
 - c. Describe how service delivery staff will work with WorkOne partner staff to achieve an integrated system where customer service and performance are high priorities.
 - d. Include letters from key partners you plan to collaborate with, purchase services from etc. Include their level of involvement, monetary contributions if any,

E. Transition Activities
Proposal Evaluation 10%

1. Funding will not be available for any activities conducted prior to 7/1/06; however, cooperation will be needed prior to that date to ensure a smooth transition.
 - a. Describe efforts that will be made to work cooperatively with the Regional Operator to ensure a smooth transition on July 1, 2006.
 - b. Describe your plan for ensuring that services to clients will continue with little or no interruption during the transition. This description should specifically include a discussion of how services will be available in counties where your organization is not presently a service provider.
 - c. If selected to provide services in a county where your organization is not presently a service provider, describe how you will work with the Regional Operator and the current service provider prior to July 1, 2006 to prepare for an efficient transition of files and customer caseloads on July 1.
 - d. Provide an assurance that your organization will perform the duties necessary to transition participant reporting to the state required case management and participant tracking system that is anticipated on or before July 1.

F. Financial Management and Budget
Proposal Evaluation 20%

1. The bidder should complete PY'06 and PY'07 budget plans in Attachment B. Please do not deviate from the budget plan provided. Consistency will allow the reviewers to compare the proposed budgets.
 - a. As stated previously in the RFP we WIA funding allocations for Adult, Dislocated Worker and/or Youth programs in EGR3 have not been determined. The final amounts will vary based on final allocations to EGR3 from DWD. Please check the DWD website to view the Region 3 projected allocation at http://www.in.gov/dwd/partners/docs/shric_Historical_Funding_of_By_New_Region_0305.pdf
 - b. For the purpose of this bid, the RWB & RO are interested in the planned amounts for management of service provider staff, overhead costs and the amount planned for direct client costs. The higher the percentage of costs planned for WIA clients the better. Workforce Services will be budgeted regionally not on a county-by-county census based allocation methodology.
 - c. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the accountability of the organization in this section and provide one copy of their most recent audit report with the bid package. The audit is not part of your proposal.
 - d. Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, describe how the issues been

resolved. If you would like to attach monitoring reports for the past three years to clarify this, please do so along with resolution letters. If included, these documents should be added at end of the proposal document.

- e. If WIA costs you incurred in EGR3 were subsequently disallowed as a result of an audit or monitoring, does your organization have the capability to repay these funds? From what source?
- f. A one-page budget narrative should be attached that describes the allocation of funds amongst programs and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative should be used to clarify and annotate the budget.

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Attachment A
PROPOSAL COVER SHEET

Organization's Legal Name			
Contact Person:			
Address			
Telephone		Fax	
E-mail		Cell	
Federal ID #			
Number of years potential bidder has been in business under the corporate / business structure submitting the response to this request for proposals.			
Total Amount of Funds Requested		PY 06	PY 07
	WIA Adult Funds	\$	\$
	WIA Dis. Wkr. Funds	\$	\$
	WIA Youth Funds	\$	\$
	Total Funds Requested	\$	\$
	Grand Total (PY 06 and PY 07) \$		
Total Number of Clients to be Served	Planned # PY 06		
	Adult		Cost Per Part.
	Dislocated Worker		Cost Per Part.
	Youth		Cost Per Part.
	Planned # PY 07		
	Adult		Cost Per Part.
	Dislocated Worker		Cost Per Part.
	Youth		Cost Per Part.
	Signature: _____		
	Print Name: _____		

Check all applicable boxes:

For Profit Corporation		Sole Proprietorship	
Not-for-profit Corporation		Faith-Based Organization	
Partnership		State Agency	
Educational Institution		Labor Organization	
Business Association		Community Based Organization	
Other Public Agency (Specify)		Other	

Attachment B

PY'06 & PY'07 Budget Plans

A budget plan must be completed for each category of population you are proposing to serve. If proposing to serve all categories, a separate budget plan is required for Adult, Dislocated Workers, Younger Youth and Older Youth. Therefore, a total of four budget plans will be required.

Instructions for completing a Budget Plan are located in the first tab of the Budget Plan file. Download Budget Plan from website www.neiwib.org.

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Attachment C

Production Schedule
Enter Organization's Name

Adult

Planned Service Levels	Projected Number to be Served		Projected Number to be Exited		Projected Number Placed into Employment	
	PY 06	PY 07	PY 06	PY 07	PY 06	PY 07
Adults						

Dislocated Worker

Planned Service Levels	Projected Number to be Served		Projected Number to be Exited		Projected Number Placed into Employment	
	PY 06	PY 07	PY 06	PY 07	PY 06	PY 07
Dislocated Workers						

Youth

Planned Service Levels	Projected Number to be Served		Projected Number to be Exited		Projected Number Placed into Employment/Education	
	PY 06	PY 07	PY 06	PY 07	PY 06	PY 07
Youth						
Total Youth						

Non-Collusion Affidavit

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Economic Growth Region 3 Regional Workforce board & Regional Operator whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Subscribed and sworn to me this day ____ day of _____

Notary Public

County of _____

Commission Expiration Date _____

Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Board, Regional Workforce Board & Regional Operator and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.

Signature of Authorized Representative

Print or Type Name

Date